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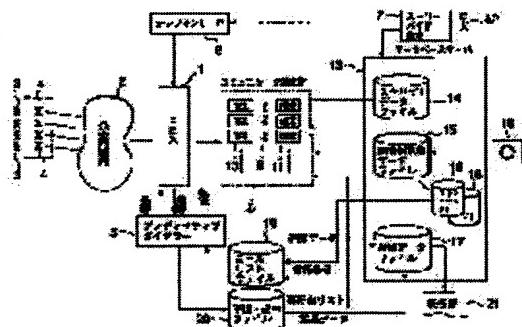
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## (54) SCRIPT GENERATOR AND CTI SYSTEM

### (57)Abstract:

**PROBLEM TO BE SOLVED:** To simply set questionnaires and replies in outbound or inbound jobs.

**SOLUTION:** The script generator that generates a script including plural questionnaires which are addressed from reception parties 9 to object persons 3 and reply candidates of plural kinds with respect to each questionnaire is provided with a questionnaire generating screen used to input questionnaires on a display screen, a reply candidate generating screen to input plural kinds of reply candidates corresponding to each questionnaire on the display screen, and a script data file 14 that records plural scripts including each



questionnaire and each reply candidate generated by using each generating screen.

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